



AGENCY PROMOTIONAL EXAMINATION

DEPARTMENT OF LABOR

LABOR DEPARTMENT OPERATIONAL SUPPORT MANAGER

ANNUAL \$85,099	SALARY	APPLICATION CLOSING	EXAM
SALARY: \$109,159	GROUP: MP 66	DATE: NOVEMBER 2, 2011	NO: 110600APJR

SPECIAL APPLICATION AND EXAMINATION INSTRUCTIONS APPEAR BELOW.

PURPOSE OF CLASS: In the Department of Labor this class is accountable for directing the planning, administration and coordination of a support unit involved with performance monitoring, employment and training grants and contracts, program automation support, program technical assistance and support, program operations or workforce development.

MINIMUM QUALIFICATIONS REQUIRED

THIS PROMOTIONAL EXAMINATION IS OPEN TO ANY **CURRENT** EMPLOYEE OF THE **DEPARTMENT OF LABOR** WHO BY **NOVEMBER 2, 2011** HAS PERMANENT STATUS IN THE CLASSIFIED SERVICE, SIX MONTHS SERVICE AT THE **DEPARTMENT OF LABOR** AND THE FOLLOWING EXPERIENCE AND TRAINING*:

GENERAL EXPERIENCE: Nine years of professional experience in Job Service, Unemployment Insurance, Workforce Development or Employment and Training programs.

SPECIAL EXPERIENCE: One year of the General Experience must have been in a supervisory or consultative capacity at or above the level of Labor Department Programs and Services Coordinator.

SUBSTITUTIONS ALLOWED: (1) College training may be substituted for the General Experience on the basis of fifteen semester hours equaling one-half year of experience to a maximum of four years for a Bachelor's degree. (2) A Master's degree in business management, public administration or a closely related area may be substituted for one additional year of the General Experience.

SPECIAL REQUIREMENT: Incumbents in this class may be required to travel.

KNOWLEDGE, SKILLS AND ABILITIES: Considerable knowledge of relevant state and federal laws, statutes and regulations; considerable knowledge of methods of program planning, development, monitoring and evaluation; knowledge of and ability to apply management principles and techniques; knowledge of primary functions, policies and procedures in the areas of Unemployment Insurance, Job Service, Employment and Training, and Workforce Development; considerable interpersonal skills; considerable oral and written communication skills; analytical ability; negotiation skills; problem solving skills.

THE EXAMINATION WILL BE COMPOSED OF:	<u>PART</u>	<u>WEIGHT</u>
	EXPERIENCE AND TRAINING	100%

APPLICATION/EXAMINATION INSTRUCTIONS: In order to be considered for admittance into this examination, you must complete all parts of the examination application (CT-HR-12) detailing how you meet the minimum experience and training requirements stated above. Make certain your application form clearly details your employment history, including job titles, dates of employment and actual job duties. **THIS MATERIAL WILL CONSTITUTE THE EXAMINATION FOR THIS CLASS.** Your examination will only be scored if you meet the minimum experience and training requirements outlined above and your completed application form is date stamped by DAS/Human Resources or postmarked by November 2, 2011. Mail applications to DAS/Human Resources, Room 404, 165 Capitol Avenue, Hartford, CT 06106-1658 (**Secure Fax #860-622-2910**). If faxing materials make certain that your application form is complete and transmitted correctly and without error. Keep a copy of your completed application package and fax transmittal receipt for your records. Incomplete faxes or faxes received blank because pages were faxed upside down will not be accepted. Due to the large number of applications received, we cannot confirm receipt of applications. **Examination scores will be mailed by December 6, 2011.** A separate application form must be submitted for each exam you are applying for.

FORMS: Application forms (CT-HR-12) and exam announcements are available from the Department of Administrative Services (<http://das.ct.gov/employment>) or at the Department of Labor.

**Employees in the unclassified service may be eligible to participate in promotional exams if they have previous permanent status in the classified service and have current status as a state employee.*

AN AFFIRMATIVE ACTION/EQUAL OPPORTUNITY EMPLOYER

The State of Connecticut is an equal opportunity/affirmative action employer and strongly encourages the applications of women, minorities, and persons with disabilities.